

### **ABSTRACT OF THE DISCLOSURE**

A system and methods for implementing access to and control of a service in a telecommunication system utilizes a first terminal device, a control center operable for handling short messages and/or data calls, an automated apparatus includes a second terminal device and a control unit connected thereto, a telecommunication network comprising an intelligent network, the intelligent network including means for determining charge and location data and for producing voice messages, a first telecommunication connection, and a second telecommunication connection. The first terminal device, the second terminal device and the control center are connected to the telecommunication network. A product vendable or otherwise accessible or distributable through the automated apparatus is ordered by making a call from the first terminal device to a number shown on or associated with the automated apparatus or with a service to be rendered by an automated apparatus. The control unit controls the automated apparatus and the second terminal device to operatively cause the customer to receive the product or service ordered. If the automated apparatus has run out of the product or has malfunctioned, then the customer is so informed by a voice message delivered to the first terminal through the first telecommunication connection.